

## **Santa Barbara Rescue Mission Position Description**

**Position Title:** Homeless Guest Services Director

**Reports To:** President

**Department:** Homeless Guest Services

**Status:** Full-time, Exempt

### **General Function**

This position provides overall leadership, vision, case management, direction, and guidance to the Homeless Guest Services program of SBRM in concert with the leadership, vision, and direction of the President and Board of Directors. The main responsibilities include direct oversight of the ministry's daily activities, case management and pastoral care for our guests, and relationship building and collaboration among referral networks and with other service organizations in the community.

### **Position Requirements**

This position requires ability and experience in Christian leadership, case management, direct work with homeless individuals. The incumbent must have strong self-initiative while also being able to work cooperatively in a team environment. This position involves assessing needs of individuals relating to areas of employment, housing, mental and physical health, family relations, and addiction recovery. The incumbent must have a strong ability to communicate with community leaders to further community awareness, build support of homeless services, and create an effective referral network. This position requires a variety of hours in which evening work will be involved.

### **Necessary Qualifications**

Qualified candidates will have a Bachelor's Degree or equivalent experience and training. The ideal candidate's background will include relevant experience and training in social work, counseling and/or homeless outreach. We will also be looking for candidates with experience working with rehabilitation, drug and alcohol recovery, and mental health issues. Bi-lingual in English/Spanish is a plus.

### **Principal Activities**

#### **1. *Provide overall direction and vision to Homeless Guest Services program***

- Set tone for the Homeless Guest Services Program and lead weekly meetings with HGS team
- Actively develop and further the work of existing services to our homeless guests
- Monitor operational policies and procedures
- Work with SBRM Leadership Team to resolve any issues that may arise
- Work cooperatively with Men's Program staff regarding program residents' role in Homeless Guest Services
- Supervise employees in the Homeless Guest Services program and share supervision of Yanonali Program Technician
- Set and maintain professional boundaries with residents, guests, and peers
- Manage the Homeless Guest Services budget, including planning and analysis

*2. Provide case management and relationship to homeless guests*

- Assess the needs of individual homeless guests, including employment, housing, mental and physical health, family relations, and addiction recovery
- Facilitate the movement of individuals out of homelessness by:
  - Entrance into SBRM's recovery program
  - General counseling and life planning
  - Working with and providing direct referrals to appropriate county, state, and nonprofit agencies
- Lead efforts in SBRM's Drop-In center
  - Collaborate with team members from other agencies who attend
  - Strengthen the case-management services we are able to offer
- Be an advocate for the individuals you work with

*3. Collaborate with other community agencies*

- Attend community meetings and work with appropriate county/state agencies and nonprofits
- Connect community leaders to further community awareness and support of homeless services

*4. Supervise daily activities of Homeless Guest Services program*

- Monitor and intervene in immediate behavioral issues
- Ensure physical and mental safety for the guests
- Set criteria for extensions and approval
- Set rules for TB testing and other health-related matters

*5. Provide spiritual support for homeless guests*

- Provide spiritual guidance and leadership at the individual and group level
- Evaluate needs of Chapel Service program, actively recruit new volunteers, and work to create new ways for our guests to hear the Gospel
- Maintain the highest ethical integrity

**Effect on the End Result**

This position ensures that the Santa Barbara Rescue Mission operates effective, compassionate, and safe Homeless Guest Services within the visions and policies prescribed by the Board of Directors and the laws of the State of California.

**To Apply:** Please submit a cover letter and resume to [hr@sbrm.org](mailto:hr@sbrm.org).